Appendix A

Reports, Stakeholder Meetings and Communication Plan

- ***New Possibilities: Rhode Island Libraries for the Next Millennium****,* a study undertaken by Leslie Burger of Library Development Solutions in 1999 for the Office of Library and Information Services in cooperation with the Coalition of Library Advocates, identified 12 priorities for moving forward in Rhode Island. This report is hereinafter referred to as the Burger Report. A summary of findings from the Burger Report are excerpted below:

Library Development Solutions engaged a cross-section of citizens, library people, public officials, community leaders and others in extensive conversations about the future of Rhode Island libraries. Thirteen focus groups and interviews encompassing more than 150 people were held in locations throughout the state. Thirty-five people attended the Library Board of Rhode Island's October retreat. The purpose was to hear how people told the story of their libraries, where they see libraries headed in Rhode Island, and what their dreams are for the future development of libraries.

When the Rhode Island librarians and users talk about libraries they speak proudly about their achievements and what libraries have to offer. They tell the story of a library community that has worked together to accomplish shared goals and a community that shares a strong commitment to public service. Library users speak about the importance of books, the place of the local library in a community's quality of life, and the ways in which libraries can help connect people with ideas.

Technology is Changing the Way Libraries Provide Service
Rapid changes in technology are straining the budgets and resources of many libraries. Library users need continuous assistance in learning how to use technological tools to access information. Staff needs training in using new technologies and software. Budgets are not increasing enough to support the purchase of new and replacement technologies and to keep pace with the demand for new library books and materials. While patrons and librarians view CLAN as an enormous success, the library community needs to plan for the next generation of this shared database. The basic telecommunications network that allows information to flow freely between the state's libraries and its users needs high-speed communication lines that will speed the transfer of information. Basic technological tools such as e-mail, fax machines, and office software needs to be available and widely used in all of the state's libraries.

Users Want Expanded Access to the State's Libraries
People want ease of use and access without barriers from town to town and across type of library. They want lots of books, user-friendly technology, savvy and welcoming librarians and a 24-hour-per-day, 7-day-per-week model of access that enables them to find what they want from home as well as in the library. They see libraries as community centers and cultural resources.

Staffs Need to Upgrade Their Skills and Increase Their Knowledge
Technology is requiring many library staff to update their skills and learn new ways of providing service. Staff needs to learn how to become effective trainers and teachers as they are called upon to teach others how to use the technological library. User expectations for personalized customer service require a new way of thinking about

librarian and user interaction at the public service desk, on the telephone, and behind the scenes. Access to affordable training and continuing education is a critical element in retooling libraries for the next century.

Current Structures and Legislation Need to be Examined
The library community is not willing to stay in a business-as-usual mode. They recognize that the ability to change is essential to the future of libraries. Existing legislation governing the state grant-in-aid program needs to be strengthened if the state is to achieve its goal of maintaining local support for libraries and providing a strong base of state support. A final push to achieve the 25% state funding level by 2000 will place Rhode Island in the forefront of significant state support for public libraries. The achievement of the 25% state support level cannot mark the end of building financial support for libraries. Careful consideration needs to be given to additional dedicated sources of funding to support libraries. State legislation for RHILINET and the statewide reference resource center need to be examined and updated to reflect changes in the library and information environment.

Libraries Can Achieve the Shared Vision Through a Process of Collaboration
Librarians and users recognize that no single library is in a position to be all things to all people. Those interviewed spoke eloquently about the need for collaboration and shared leadership to accomplish the vision for the library of the future. Library users are concerned that libraries and other community agencies, like schools, learn how to cooperate to share resources and provide more effective service to the communities they serve. Library groups in the state need to rethink their mission and consider meeting across type-of-library lines in order to collaborate with and learn from each other.

Rhode Islanders are Unaware of the Value of Libraries
Without strong citizen support, libraries will be unable to achieve the level of funding needed to provide 21st century service. While Rhode Island libraries have a core group of advocates to speak on their behalf, the community at large is generally unaware of what libraries have to offer. There is little recognition about the way in which libraries contribute to the overall quality of life in Rhode Island. We heard from users and librarians alike that there is a need for a statewide public awareness campaign aimed at governing officials and the general public.

In assessing the situation at the time of the Burger Report, the Library Board updated and revised its Vision Statement as follows:

We want Rhode Islanders to be amazed by their state's libraries. We want them to use libraries on a daily basis as they seek information to assist with everyday decisions in their work, personal life and intellectual pursuits. We want them to think about libraries as centers of community life and activity. We will develop a network of libraries that offer comfortable facilities to encourage interaction and connections among the community, along with an atmosphere and service attitude that invites people to enjoy the pleasure of reading and learning.

We want libraries and their resources to be readily accessible to everyone regardless of their geographic location, their level of income, access to technology, or disability. We will create a virtual library that provides electronic access to all the collections and resources of Rhode Island's 600 libraries in an easy-to-use Internet-based environment available 24 hours a day and 7 days a week. Our virtual library will be a gateway to Rhode Island library resources, the Internet and the World Wide Web. We will make sure that Rhode Islanders have access to our virtual library by creating a computer network that provides electronic access to the electronic resources in schools, in public spaces, in the workplace, and in libraries.

The twelve (12) recommendations from the Burger Report were:

Recommendation One:
Create a digital information environment for Rhode Island residents, students and businesses so everyone is assured access to a core set of information resources that will prepare them for the 21st century -- an "electronic information tool-kit".

Recommendation Two:
Enable Rhode Islanders to easily obtain library materials and information by creating a single database of library holdings through an interface that links all of Rhode Island's integrated library systems.

Recommendation Three:
Provide library users with access to current technology by establishing a technology support and replenishment fund.

Recommendation Four:
Foster a love of reading and improve literacy through the establishment of an early literacy reading initiative.
(DONE)

Recommendation Five:
> *A. Provide Rhode Islanders with adequately funded public libraries by continuing efforts to increase, by the year 2000, the state grant-in-aid program to public libraries to represent 25% of local expenditures.*
> (DONE)

> *B. Revise the current grant-in-aid legislation to include a proviso that state grant-in aid funds will be used at the local level to support statewide policy initiatives identified by OLIS, the Library Board of Rhode Island, and a Task Force from the Rhode Island Library Community.*

Recommendation Six:
Increase awareness of libraries by initiating a statewide public awareness campaign to call attention to the value of the state's libraries and how they help improve the quality of life for Rhode Islanders.

Recommendation Seven:
Initiate a statewide referendum or public question for the next state election, which asks the state's voters to earmark funds to support library improvements.

Recommendation Eight:
Enable Rhode Islanders to obtain needed materials by increasing delivery services to meet demands for sharing of library resources, with the state paying 100% of the cost of this service. (DONE)

Recommendation Nine:
Reconstitute RHILINET and incorporate its operations into LORI. (DONE)

Recommendation Ten:
Provide funding for continued access to the specialized collections and services at the Providence Public Library
(Funded via Statewide Reference and Resource Center grant; $880,110 in FY2003)

Recommendation Eleven:
Revise and adopt standards for school (IN PROGRESS - Through RI Department of Education) *and public libraries* (DONE; 54 new standards go into effect FY2003)**.**

Recommendation Twelve:
Provide the resources that will enable the Office of Library and Information Services and Library Board of Rhode Island to implement the recommendations in this study.

- **BLUE RIBBON COMMITTEE**

The Rhode Island Library Association (RILA), perceiving that many of the recommendations in the Burger Report would require a great deal of thought and discussion, planning and (most important) consensus-building within the library community, requested that the Library Board approve and work with a RILA-sponsored Blue Ribbon Committee (BRC). The Library Board approved of this plan in May 1999, and work commenced.

The BRC Recommendations in priority order were:

BRC Cluster 1:
Re: Burger Report Recommendation One

1. **Universal Access**
    Local support with the assistance of resources from the state will be necessary for the inclusion of all libraries to create a "virtual library" for Rhode Island.

2. **Statewide Database Licenses**
    State funding for the purchase of annual subscriptions (licenses) to carefully-selected electronic resources, available to every library user, is another essential part of the "virtual library."

3. **Digitization of Local Resources**
    A committee should be established to determine the appropriate scope of a program for converting local information into digital form.

4. **24x7 Reference Service**
    A committee should be established to identify possible levels of service, to examine existing models, and to explore funding options.

5. **Statewide Union List of Serials**
    Secure annual state funding for this project. Consider expansion to include the holdings of all of the state's libraries.

Re: Burger Report Recommendation Two

A Common Interface
A special software program must be acquired that will link all libraries of the state (public, academic, school, and special) into a single database of library holdings.

Re: Burger Report Recommendation Eight

Full implementation

Re: Burger Report Recommendation Nine

A priority for implementation

Re: Burger Report Recommendation Twelve

1. *Funding for network operations including services, software, and staffing needs to be requested from the State of Rhode Island.*
2. *OLIS needs to continue coordinating resource sharing and network development activities in the state.*
3. *A steering committee that is broadly representative of all types of libraries should be established to direct the development and ongoing operation of the LORI network. The role of the steering committee needs to be defined as either governing or advisory in nature.* (DONE – Advisory)
4. *OLIS should act as fiscal agent for state network funding.*
5. *Report recommendations can be implemented without any changes in the current structure of the Library Board of Rhode Island.*

BRC Cluster 2:

Re: Burger Report Recommendation Four

1. *An emergent literacy initiative comprising a competitive grant program through OLIS for local collaborative efforts with schools, literacy organizations, or other libraries; and a statewide program component for OLIS-developed literacy activities.* (DONE)
2. *Secure state funding for an intergenerational English-as-a-second language program, which would be offered in public libraries throughout the state.*
3. *Establish a Rhode Island Center for the Book to promote reading, to facilitate literacy information sharing, and to promote professional development institutes.* (ONGOING – via the Providence Public Library)

Re: Burger Report Recommendation Five

1. *Continuation of the 25% state match in local appropriations for public libraries, not to fall below current FY 2000 levels in the grant-in-aid and resource sharing grant categories. There is continuing discussion about whether the 25% state match should be based on appropriations or expenditures. Further discussion is also needed on whether the formula for the state match should include an equalization factor.*
2. *Policy initiatives as guidelines for use of state funds should be general, and tied to the new Public Library Standards.*

Re: Burger Report Recommendation Six

Conduct a coordinated professional campaign to educate the general public and members of the state government about the benefits of the "virtual library."

Re: Burger Report Recommendation Ten

The BRC supports this recommendation, and further recommends that OLIS and PPL negotiate the amount of funding provided based on expectations and outcomes of services for a library filling this role, and actual costs of providing those services. (ONGOING)

BRC Cluster 3

Re: Burger Report Recommendation Three

> *A state levy of 0.5% of the retail charges for telecommunications services should be considered as a revenue source for a technology fund.*

Re: Burger Report Recommendation Seven

> *(A statewide referendum is) a politically risky idea, which should be considered as an option for the future. For the present, it is more important to build local support and initiate broad-based lobbying efforts for increased state funding of improved library services.*

Re: Burger Report Recommendation Eleven

> *Actively support ongoing efforts to achieve new standards.* (PUBLIC LIBRARY STANDARDS approved 2001 to become effective FY2003.)

- **SURVEY OF PUBLIC LIBRARIES REGARDING SERVICES TO INDIVIDUALS WITH DISABILITIES (2001)**

The following data was gathered from public libraries in February, 2001. 36 libraries responded, 75% of the public libraries in Rhode Island. 12 libraries did not respond.

QUESTION	TOTALS	% of respondents	QUESTION	TOTALS	% of respondents
Have you been contacted by disability groups?	8	23%	Is your entrance wide enough for a wheelchair?	30	86%
Do you train your staff to be sensitive to special needs?	22	63%	Are all public spaces accessible?	24	69%
Are the videos you buy always captioned?	2	6%	Are interior doors and doorways accessible?	27	77%
Do you have an outreach program to invite individuals with disabilities to use the library?	5	14%	Are there seats, tables, counters and workspaces available at accessible height?	22	63%
Do you have collections of:			Are restrooms accessible?	28	80%
Large Print Brooks	33	94%	Are drinking fountains accessible?	22	63%
Audio-books	34	97%	Are there public phones at accessible heights?	17	49%
Ebooks	2	6%	Do you use TDD?	7	20%
Other (eg, descriptive videos)	10	29%	Do you use RI Relay system?	14	40%
Does your library have a Website?	23	66%	Do you have assistive listening systems for patron use?	5	14%
Is your Website Bobby approved?	2	6%	Do you provide public access computers?	35	100%
Is your online system accessible?	14	40%	Is Internet access available?	35	100%
Are your databases accessible?	7	20%	Printer	35	100%
Do you offer sign-language interpreters or CART reporters for meetings?	8	23%	Do you charge for printing?	34	97%
			Do you have a Braille printer?	0	0%
Do you have designated handicapped parking spaces?	30	86%	Does at least one computer have:		
Do you have a dropoff area?	25	71%	Voice output	3	9%
Does your building have an accessible entrance?	30	86%	Screen magnifier	6	17%
			Speech recognition	1	3%
If yes, do you have a			Adaptive keyboard	3	9%
Ramp	14	40%	Speech convertor	1	3%
Automatic door	9	26%	Do you have hand-held magnifying glasses?	29	83%
Remote push-button opening	6	17%	Are you interested in a workshop?	34	97%

- **SURVEY ON USE OF LIBRARIES BY INDIVIDUALS WITH DISABILITIES (Jan.-Feb. 2002)**

The following data was gathered from individuals in February, 2002 through a survey in the TechACCESSory newsletter (newsletter of TechACCESS of RI sent to their mailing list). 72 individuals responded (25 have a disability; 37 provide services to people with disabilities; 8 are parents of persons with a disability; 2 checked other.)

Highlights from the survey:

Question	Totals	% of respondents
Do you use your public library?	Yes –57	80%
	No - 11	15%
What services do you use?		
Borrow: books	50	70%
audio books	15	21%
large print books	14	19%
videos	38	53%
Captioned videos	4	6%
Descriptive videos	1	1%
Use internet computers	13	18%
Use computers for other tasks	13	18%
Work on homework	9	13%
Conduct research	17	24%
Go to meetings	10	14%
Attend programs	11	15%
Read magazines or newspapers	19	26%
Borrow CDs or music	16	22%
I don't use my public library because:		
I get everything I need from the internet	5	7%
I didn't know about the services	5	7%
My school library provides everything I need	0	0%
The library doesn't meet my needs	6	8%

- **ANNUAL SURVEY OF TALKING BOOKS PLUS CONSUMERS (1998-99, 2001-2002)**

TB PLUS Satisfaction Ratings				
Responses	Excellent	Good	Fair	Poor
1998 (318)	77%	19%	3%	1%
1999 (359)	77%	20%	2%	1%
2001 (265)	77%	21%	2%	0%
2002 (212)	74%	22%	1%	0%

- **LORI COMMITTEE FOCUS GROUP RESULTS (2/28/02)**

(LORI Committee members only were invited—meeting held at the Dept. of Administration)

SUMMARY

Attendance: 7 participants from 3 public libraries, 3 college libraries and 1 special library; 1 facilitator; 3 OLIS staff (non-participants)

[Participants were asked by the facilitator to award up to $1 among each of the priorities and then list their top priorities for LSTA]

Priorities within LSTA priorities (top vote getters by a large margin):
1) Establishing or enhancing electronic linkages among or between libraries (Priority order)

2) Targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities… (Priority order)

   [Participants were directed to place post-it notes of their priorities distributed among the LSTA priorities]

1. *Establishing or enhancing electronic linkages among or between libraries*
   - Seamless interlibrary loan
   - Delivery of materials requested electronically
   - Linkages necessary to provide sharing of resources less need for libraries to "reinvent the wheel" but rather share experience, resources and funds. More efficient to share, free up more resources for unique services.
   - Virtual catalogs encompassing all types of libraries

2. *Linking libraries electronically with educational, social or information services*
- Providing funding so that libraries can have access to multiple electronic resources.

3. ***Assisting libraries in accessing information through electronic networks***
- This I felt was important because it encompasses priorities 1, 2 & 4. Through assisting libraries to access information through electronic networks we will also need to 1, 2 & 4. Total 1-4 priorities would get $.60 of $1.00.

4. ***Encouraging libraries in different areas, and encouraging different types of libraries to establish consortia and share resources***

- Collaboration: when libraries come together then meeting the technological needs/ programmatic needs of our patrons, no matter who they are, will be achieved.
- To bring all libraries together to share information and resources.

5. *Paying costs for libraries to acquire or share computer systems and telecommunications technologies*

- This priority, I felt would lead to fulfilling priority #6, which is just as important as priority 5. Total 5 & 6 would get $.40 of $1.00.
- To allow all libraries financial help to share information and resources.

6. *Targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities…*

- Finding ways of getting people into the library who wouldn't otherwise be able to get there.
- Teaching people to use technology comfortably
- Developing information literacy skills and basic literacy skills
- Increased core computer competencies
- Enhanced access to info. services at: nursing homes, grocery stores, etc. Info kiosks
- Targeting school libraries (most especially inner city) to initiate, upgrade technological resources
- Statewide databases

Library Needs identified in priority order (LORI Focus Group)

#1's
- Keeping up with the changes technology brings and being able to us its potentials— having the capability and access to resources and developing resources

- Need to have minimum access to information for all citizens

- Delivery

#2's

- Technology-Uniform access to information

- Universal access to variety of materials regardless of economic stakes or physical limitations

- Ability to do seamless interlibrary loan between all types of libraries

- Virtual library like reference

- Connecting people with the technology so that they can access sources

- Need statewide electronic linkages among different types of libraries

- Infrastructure—big enough pipeline to ensure rapid exchange of information

- Computer literacy training

- Upgrading of technological infrastructure

- Electronic databases to all libraries

- Virtual catalog and enhanced delivery

- Need to create centralized digital library of R.I. resources

- Maintaining connections between libraries

- Collaboration-stronger need to pull together multitype libraries—less hubris

- Looking at alternative delivery systems, i.e. scanning, faxing, physical delivery

- Making sure that limited resources are equitably distributed

- Need to establish connections to rest of world

- $$-money/funding to support new initiatives—programs

- Technological access to historical specialized materials for all

- Special collections in libraries to digitize

- Internal access for special needs (i.e. Adaptive technology)

- Removal of barriers, physical, educational, technological

LIBRARY DIRECTORS FOCUS GROUP RESULTS (3/4/02) (invitations were sent to selected library directors so that all types of libraries would be represented)

**Library Directors' Focus Group, March 4, 2002, 3-5 pm,
East Providence Public Library**

Attendance: 7 public library directors; 3 school media center directors; 2 college library directors; 1 special collections director; (1 facilitator; 2 OLIS staff members –not participants)

When the facilitator asked participants to divide up $1.00 among the LSTA priorities, the top vote getters by large margins in priority order were:

- Targeting library and information services to persons having difficulty using a library to underserved urban and rural communities, including children (from birth through age 170from families with incomes below the poverty line

- Assisting libraries in accessing information through electronic networks

- Paying costs for libraries to acquire or share computer systems and telecommunications technologies

(from 3x5 post-it notes filled out by participants and pasted on LSTA priorities):

1. Establishing or enhancing electronic linkages among or between libraries
   Funding in these 2 related areas (goals 1 & 3) will continue to build upon existing priorities, some of which are already funded thru LSTA. Both of these areas will help in sure that Rhode Islanders will have access to the majority of the state's library resources.

   I see this as a method to find and link resources and to leverage everyone's $$. RI is too small to have so many systems-only 8 million items in the state.

   Creating the virtual library; eases of use.

2. Linking libraries electronically with educational, social, or information services
   My students benefit from instant access to info and will use electronic data buses extensively

3. Assisting libraries in accessing information through electronic networks
   Funding in these 2 related areas (goals 1 & 3) will continue to build upon existing priorities, some of which are already funded thru LSTA. Both of these areas will help in sure that Rhode Islanders will have access to the majority of the state's library resources.

   I assumed this was databases

   Cost effective statewide impact

Interlibrary delivery services absolutely vital!!

Databases statewide access for widest availability at best price

ILL resources to supplement our collection

Statewide database schools can teach how to access information and students can use in school or from home.

My entire learning community would benefit from electronic resources

4. Encouraging libraries in different areas, and encouraging different types of libraries to establish consortia and share resources
Sharing databases and resources through ease of on-line reserving and 7-day delivery system

Cost efficient - everyone benefits – more resources would be used – more resources available to all

Cost effective way to give libraries and upgrade what couldn't do it by themselves

Help in defraying costs of RILINK (fees which help pay for delivery services)

5. Paying costs for libraries to acquire or share computer systems and telecommunications technologies
Loss of Champlin funds have impacted our ability to keep up with technology hardware

Benefits libraries that aren't even at an acceptable level already 20%

Paying costs…RILINK costs (yearly fees)
                    Upgrades (Hardware, software) 40%

Use this $$ to link seamlessly every library in the state.

I assumed this would bring about #s 1 and 4

Huge minority/immigrant population that needs access to information in a way that can be understood. Training in the use of technology for those that do not have home access. Adults who do not have home computers need access. Information and resources to improve economic opportunities. Community programming that helps integrate immigrant populations into the mainstream/civic engagement. Pre-schoolers who live in families that do not speak English, do not have books in the home and do not come from literature rich environment. These children need access to pre-literacy opportunities and skill development. Teens need worthwhile opportunities to explore job/career opportunities, mentoring and leadership. Early elementary children need English. They face tremendous obstacles and the local library is welcoming and soft. Children need a safe, local place where they receive intellectual stimulation opportunities to practice reading skills. Often children live in homes where English

is not spoken, parents are tired from working all day or are unable to read. Many immigrants do not speak English and need easily accessible programs to begin the process of learning.

6. Targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities…
Underserved population is an EPPL priority that we are addressing. At risk children and families need the library.

Underserved populations- inclusion in special library programs and equitable access to to technology 20%

Focusing on this priority will benefit people who aren't being served. You are introducing people to the library not making things a little better for those already there. 30%

This is an established LSTA priority one that currently receives LSTA funding. It is a worthwhile goal because it targets many groups and individuals that may not have library access and materials otherwise.

Underserved is a growing population-basic literacy-English as a second language-ethnic diversity

How to help those unable to get to the library in a town with no public transportation

Outreach to nursing homes, day care centers, etc.
With the current administration downplaying the digital divide, this becomes more important.

Library needs identified in priority order (each individual gave 1-5):

#1's
- Funding for the RI Family Literacy initiative
- Delivery
    - -physical put information in people's hands
    - -virtual
- Financial for resources-advocacy-(outreach in order to provide equitable access)
- Technology/multi-formats
- Database access and costs
- Delivery
- Handicapped

#2s
- Funding for the early childhood/emergent reading
- Small state-one large database
- -   about 7/8 million items in State of Rhode Island
    - -very doable
- Human resources
- Cooperation-multi-type libraries

- Sharing resources-costs of interlibrary sharing (Clan etc.)
- Statewide/info access
- Promote sharing of info about libraries

#3s
- Continue initiatives that LSTA funds LORI
- Outreach to underserved
- Keeping up with technology and not making costly errors
- Funding
- Underwrite resource sharing initiatives-i.e. RILINK
- Schools usually lack resources
  - -share e-resources
  - -students are the future of our society (trite, but true)
- Finding the next generation of librarians, especially of color

#4s
- Developing leadership
- Re-thinking libraries
  - -equipment/computing expensive
  - -lib the place to get it
  - -lib still a place of importance
- Underwrite software/hardware upgrades for resource sharing (mechanisms)
- Space/locations
- Communicating what's available to users hardcopy (promotion)
- New construction

#5s
- Keeping/up w/collection development
- Lack of funding for schools –funding-old books-outdated material
- Community outreach-getting the library into the community
- Underwrite professional development initiatives for state's librarian to move us towards the outreach and mechanisms
- Level the playing field
  - -access
  - -less $$ on resources
- Cooperative ventures among public libraries

SUMMARY: Percentage of $1.00 that focus groups spent on LSTA priorities #1-6

	LORI	LibDirs	Overall
Establishing or enhancing electronic linkages among or between libraries;	30%	9%	18%
Linking libraries electronically with educational, social or information services;	2%	9%	6%
Assisting libraries in accessing information through electronic networks;	6%	20%	15%
Encouraging libraries in different areas, and encouraging different types of libraries to establish consortia and share resources;	12%	11%	11%
Paying costs for libraries to acquire or share computer systems and telecommunications technologies;	10%	17%	14%
Targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line.	40%	33%	36%

- **PUBLIC MEETING ON LSTA AND LIBRARY NEEDS (3/18/02)** (sponsored by the Coalition of Library Advocates; held at the North Kingstown Public Library. Efforts were made to elicit public participation through COLA publicity, notices in libraries, notices through disability groups statewide, notices on RILA and RIEMA listservs and posting on the Library Programs home page, discussion lists and calendar – this meeting was held just after the new LSTA legislation was introduced and therefore the participants were told about the new and old priorities but were not asked to address them specifically as had been done in the previous 2 meetings)

Attendance: 14 individuals – 4 Coalition of Library Advocates (COLA) members; 2 TechACCESS staff, 1 individual from Westerly, 4 Library Board of RI members; 1 facilitator; 2 OLIS staff (non-participants)

Because the LSTA legislation proposed slightly different language regarding the priorities, the facilitator changed the method of collecting information: he asked for individual priorities for library services and to pick their top priority– this differs from the methods used for the first 2 groups.

#1s:
- Training for library staff on access issues
- Computer Access including people with disabilities
- New construction/facilities improvements
- Spend money on books on tape for visually impaired and seniors
- Sufficient staff: professional, courteous, available to patrons, appropriately paid
- Longer hours
- Statewide Database Licensing
- Statewide – even region wide – database licensing among all types of libraries
- More involvement of children and parents by offering them pertinent interest – homework – science projects etc.

The rest:
- Outreach to people with disabilities
- Increase electronic books.
- Increase number of books (titles) for blind/physically handicapped
- Technology: hardware - software
- Databases: sharing – licensing
- Funds for Books on Tape for the Westerly Library & Ashaway Library
- Suitable facilities: well kept, accessible, pleasant atmosphere.
- Broad range of databases & other electronic online resources
- More Databases, available in library and from home computer.
- More resource sharing among all types of libraries, not just public libraries.
- Best Practices
- Public Relations (2)
- School – Library Connection
- Specialized Resources for Special Needs users
- Staff Support
- Staffing & salaries

- Materials - electronic books and other materials for those who need them most. Bridging gaps between haves & have-nots
- Evening hours longer and more staff
- Classes in computer use

- **OPEN MEETING FOR LIBRARY STAFF ON LSTA AND LIBRARY NEEDS (3/20/02)** (Library personnel were invited through e-mail to individuals on the LORI list, listservs, discussion groups, Library Programs web site, RILA and RIEMA listservs, and through library directors)

Attendance: 9 public librarians; 1 RILINK representative; 2 special librarians; 1 facilitator; 2 OLIS staff (non-participants)

The facilitator asked participants to list up to 5 important library needs and then mark the one most important as a priority.

#1s
- In Mass., centralized purchasing through regional library systems has provided lower prices for supplies and books. As much as 45% discount. Co-op membership is available to private libraries. I would like to see RI implant a similar system

- Bring smaller specialized collections into the state database, perhaps by assisting smaller libraries to go on line

- Funding of adult & children ESL development – workshops or classes for ESL community. Huge demand for services

- Virtual Library – One search on a library web site – generates information retrieved from many different databases/available in many libraries/from home

- Department of Health or Resource Library for state citizens to contact for health information and loans. This will help with patient care

- Person devoted, at OLIS, to Children's Services

- Delivery System with 5 Day per week delivery to schools

- Literacy Support, people, contacts, supplies

- Interlibrary Delivery assured

- Increased funding by adult literacy classes such as the statewide ESL literacy program at libraries. Rhode Island Family Literacy Initiative to reduce current waiting list of 400

- Recruitment of youth & children's services librarians in public schools

- Creation of a State-wide database that identifies and describes all the agencies that service children in Rhode Island. Preschool facilities, health care, social services, etc.

- Funding for a cooperative program with hospitals that would provide a packet for young mothers explaining the services of her home library, board books and an incentive for going into the library to get a card

- Equal access to digital information

- More access to current technologies

The rest:

- Family Literacy – important to continue and expand this program
- More access to internet & electronic resources
- More outreach on the part of State Library organizations to promote Rhode Island Libraries and the resources we offer & will be offering
- Statewide database licensing
- Support for public school libraries – equal access to library service for all school children.
- Training for library staff, in technology & public service
- Intern program that would give scholarships to people obtaining an MLS and who would be willing to commit to public library work (children's librarians)
- CE for paraprofessionals
- Stable literacy (adults & families) funding
- Statewide cost efficient databases
- More Staff, More Hours
- Increased funding opportunities for children's services and programs such as Mother Goose Asks Why & Summer Reading.
- Center of the Book – Funding
- More money for increased staffing
- More money for VISTA Program – 1:1 for cost share allowing each library statewide to benefit from program
- A clearinghouse where libraries (of any type) may call to find a list of Performers for Humanities, Language translators, Programs like Mother Goose Asks Why, Contacts for organizations, agencies, etc. that may reach the underserved.
- Also, that libraries do not each have to reinvent the wheel. If a technology to be share by all is to be implemented, make it useful to all.
- A full text periodical database.
- Providence Journal Archives
- New York Time Archives
- Cooperative is best, including schools, academic & special not only public.
- Support with grants to bring Outreach Services into underserved areas.
- People at OLIS that can be contact person for different needs. Children's Programming, Outside Agency Contacts, Outreach

- Help with process of school library resource sharing as members of statewide library network, support especially for those schools that need it most, but can least afford it. Some kids never get to the public library, but can be reached by their school libraries.
- Preschool Outreach, especially to introduce kids & parents to books and libraries. Mother Goose Asks "Why?", Mother Goose Counts, etc.
- Statewide Database Licensing
- One interface to search all available materials & resources in libraries, including on-line databases. "My Library" Like "My Yahoo", customizable.
- While funding technology is important, I would like to see an emphasis on the softer side, the people services.
- Continued funding of the organization & the performers for the Summer Reading Club.
- Money for continuing education in the area of developing literacy activities for children such as Mother Goose Asks Why and training librarians in all economic brackets. Rich kids need to be literate and need trained educators as well as disadvantaged kids
- More aggressive Outreach to homebound & elderly, Mental Health, prison centers.
- More computer access & perhaps tech support equipment loaners.
- Laptop to use at home
- Expanded literacy services – children's & adults
- Information Services – all library types having access to many reference lists at all different libraries
- Capitol Improvements to library facilities geared toward cyber information infrastructure. More communication and phone lines, improvement of electrical systems within library facilities, physical space for more workstations.
- Digitalize Collections of RI Newspapers. Transfer newspapers on microfilm or microfiche to digital mediums.
- Preservation of material.
- Improve access for resource sharing.
- Improve patron access to materials
- Bring smaller specialized collections into the state database, perhaps by assisting smaller libraries to go on line
- Provide further opportunities for librarians to exchange information

- **ONLINE FORUM ON LORI (LIBRARY OF RHODE ISLAND) WEBSITE**
  (this special discussion group was advertised on the Library Programs website, e-mails to directors and other individual librarians as an alternative to meeting attendance as well as a place to post other information that they wanted OLIS to hear about in considering the five-year plan)

    (COMMENTS ON LIBRARY NEEDS AND LSTA PRIORITIES)

    1. Local preservation efforts should be restarted to update the RI Disaster Manual in light of lessons learned from 9/11.

2. After attending the library staff focus group in Warwick, it became clear that there are a great many issues that need to be included in the new 5-year plan. However, the continuation of funding for the Family Literacy program should be a top priority. There are so many non-native speakers streaming into Rhode Island, and they love coming to our public libraries. We need to continue to support this program.

3. Support for Teen Services which will allow libraries to improve and expand library services to the underserved teen population should be a high priority in the LSTA five year plan. Libraries need separate teen areas, teen specialists and programs that attract teens, meet their needs and promote literacy.

4. If Rhode Island is truly interested in addressing the "Digital Divide", it must increase its commitment to school libraries. Public and academic libraries have generally been well funded at the local, state, and federal levels for basic services and technology. The same level of commitment does not exist for most school libraries, especially at the state and federal levels. Many disadvantaged students that cannot get to their local public libraries can be reached through their school libraries, and have access to both the books and electronic information that are not available to them at home, if school libraries have the funding to buy books and provide access to the web and online information. While some of our school libraries have the local funding that they need to provide these services, many do not. How will/can state and federal funds best be used to help this segment of our statewide library community? For more information on this issue, see http://www.ala.org/oitp/digitaldivide/

5. I would like to see OLIS include/support/fund a statewide YA summer reading program on a regular basis like the Children's program. It would lend a measure of respect and inclusiveness to the middle/high-school-age readership. Also a statewide program would be extremely helpful to libraries, i.e. small, who have neither the librarian-power, time or the funds to operate such a program on their own. Plus, two heads are better than one, idea-wise.

OLIS Library Programs Staff Priorities for LSTA/Library Needs (3/29/02)

Attendance: 13 Library Programs Staff

1s:
- Continuing education for library staff because it underlies all service areas
- Common Interface and reciprocal borrowing for RI libraries
- continued funding for the OLIS library collection as a CE resource for the RI library community
- Services to underserved populations
  - People with disabilities
  - People on lower economic levels
  - Elderly
  - People with limited literacy and information skills
  - People who are new to this country (enhance cultural/foreign language collections)
- Resource Sharing -including all types of libraries

- Reach out to underserved
- Promote awareness of Talking Book Plus resources and services to social service agencies that provide services to visually impaired or physically disabled people
- Service to Blind
- Services to disabled individuals
  - develop grant programs for model library services to disabled individuals
  - Grant program for software to libs to make public access computers accessible to all users
  - Provide grants to libraries to build websites accessible (or at all) and provide a server
- Communication & resource sharing between all libraries and OLIS/strengthen networks
- Promote the best technology to deliver the best CE to library staff and trustees

2s:
- Homework Support
  - ILL
  - Shared Databases
  - Homework centers
  - Home-schoolers Services
  - 24hr. references/online reference
- Statewide database licenses
- Grant funding to develop foreign language collection
- Improving services at libraries thru CE for library staff and one-on-one assistance to libraries
- Database-on central website linking all libraries
- Awareness campaign on what library can do for your life/job
- Examine and assist in the development of new technologies helpful to visually impaired individuals – book store.com e books, (digitized media)
- Tech: Digital Media
- Technology CE for library staffs
  - pay for courses
  - develop and teach courses

3s:
- Continue to provide access to govt. info and encourage more info online
- Access to technology for lower income persons/underserved in public libraries
- Upgrade computers and Reads software to enhance patron services on an annual basis
- Provide an interface for all RI library resources (e.g. online catalog) to be available to the general public
- Literacy Programs-for adults and children alike
- Resource sharing among all library types of print and electronic materials
- Hiring a library outreach consultant
- Adaptive assistance equipment for public, library public access computers
- Family Literacy including Emergent Literacy and Reading promotion
- OLIS coordinated services
  - Grants
  - Partnerships

- Outreach
- ESL
- Summer Reading Program

4s:

- Wider support to people with disabilities
  - more than Talking Books
  - work with school and public libraries
  - learning disabled
- Technology training for RI Librarians
- Improved services to young adults-esp. a statewide summer reading program which need funding
- Technology-more computers in library
- Assist in the establishment and the development of the National Federation of the Blind Newsline program
- Literacy-(Adult and children) programs…English as a second language
- Statewide database licensing
- One interface for all library catalogs
- Financially support adult literacy programming in public libraries

COMMUNICATION PROCEDURES

Message	Stakeholders	Channel	Timing/Intervals	Feedback
Drafts of the Five-Year Plan	Library Board of Rhode Island, library directors, library professional organizations, user representatives	Published on state library agency website	Designated time for review and comment	Review and feedback
Final Five-Year Plan	Library Board of RI, all public, academic and special libraries and selected school libraries, users	Published on state library agency website	Available when approved by IMLS and throughout Five-Year period	Invite and log comments throughout period to use in Five-Year Plan
"Substantive" Revisions to the Plan	IMLS; other enabling stakeholders; functional input/output stakeholders affected by the revisions	E-mail followed up with copy on state library agency website	According to the LSTA: not later than April 1 of the fiscal year preceding the fiscal year for which the amendment will be effective. Replaces or amends Five-Year Plans	Approval of revision
Results/products/ Benefits of implementing the plan	All types of stakeholders, including users	Presentations/ meetings, print and electronic media, various reports	Publicize achievement of important milestone/result as required for reporting purposes	How stakeholders will use the information